January / February '87

C1515-5F
3/23/87

METRO Magazine

serving surface mass transportation for 83 years

Top 50 Tour Bus Fleets
Annual Charter Operators Guide '87

Plus: Maintenance facilities in Houston and Ogden, ADAPT interview, Intercity/tour bus industry in 1986

METRO® Magazine

a bobit publication — serving surface mass transportation for 83 years

Affiliated Publications:
Automotive Fleet
Canadian Automotive Fleet
Contemporary Orthopaedics
Contemporary Ophthalmic Forum
Contemporary Surgery
Installation News
Limousine & Chauffeur
Salon Trends
School Bus Fleet
Showcase USA
Waterbed
Yankee Trader

vol. 83 no. 1

January/February '87

Bus Models.....21

Width (in.)	Height (ft.- in.)	Length (ft.-in.)	Per Single Axle
102	13-6	40	20
102"	13-6	40	20
102"	13-6"	40	20

Charter Operators.....30

FLEET MIX/SIZE		
Owned Leased		Total
2,800	0	2,800
1,550	0	1,550*

Private Fleets.....35

On the cover: Photo of Setra-Intercontinental, courtesy of Bob Redden, Redden Archives.

Features

11 **A Year of Change**
Private bus industry continues to adapt to deregulation.

21 **Bus Manufacturers Compete**
U.S. manufacturers are meeting the challenge.

30 **Charter Operators Guide**
States move towards greater uniformity in regulations.

35 **Top 50 Private Fleets**
North America's largest private carriers are ranked.

40 **Upscale Marketing**
Kassbohrer's Setra-Intercontinental developed for luxury tour market.

52 **Televising Transit**
Cable TV show makes transit authority part of the community.

56 **Competition in the Aftermarket**
Purchasers must make decisions about parts supplies.

61 **Handicapped Rights and APTA**
Leader of handicapped rights movement describes goals.

65 **Oily Runoff Problem Solved**
Bus facility installs oil/water separators.

69 **Mount Ogden Complex Opens**
New facility credited with innovation and cost efficiency.

72 **Customer Service Pays Off**
Cooperative venture is key to Bombardier's success.

Departments

Industry News	5	New Products	78
Fact Book Additions	74	Consultants Corner	79
Transactions	75	Classified Ads	80
Calendar	77	Advertiser's Index	81
Letters to the Editor	77	Publisher's Perspective	82

Member
American Public Transit Association
APTA
United Bus Owners of America
ABA American Bus Association
Highway Users Federation for Safety and Mobility
Business Publication Audit, Inc. BPA

METRO ISSN (0162-6221) is published seven times a year (January, March, May, July, September, November, Annual Fact Book) by Bobit Publishing Company. The contents of this publication may not be reproduced either in part or whole without consent of Bobit Publishing Company. Please address ALL Correspondence to the Editorial and Executive Offices at 2500 Artesia Boulevard, Redondo Beach, California 90278. Subscription prices — $12 per year; $20 for two years. Single copy $2, $25 for Fact Book. Canada $18 per year, $30 for two years. — Foreign — $50 per year, $100 for two years. Second Class Postage paid at Redondo Beach, CA 90278-9998 and at additional entry. POSTMASTER: Return Form 3579 to 2500 Artesia Blvd., Redondo Beach, California 90278.

Top 50 Private Operators

Guide to largest private carriers in North America reveals makeup and activity of 50 fleets.

By Marie Ciconte

For the first time, the staff at *METRO Magazine* has compiled a listing of the Top 50 private charter and tour bus operators in North America. The chart includes data on the number of buses owned and leased, passengers carried and revenue miles operated on a yearly basis, ranked in order from the operator with the most buses (Greyhound with 2,800) to the one with the fewest (Orange Belt Stages with 35). Altogether, the 50 largest fleet operators own and/or lease a total of 9,995 buses.

To collect this information required making numerous phone calls to individual carriers. Because the Interstate Commerce Commission (ICC) no longer demands that carriers report these statistics, virtually no one contacted had the information readily available. Statistical records had to be pulled out of file cabinets and added up, computer banks searched, and estimates cajoled from reluctant transportation officials. The result, however, has been worth the effort. The information presented here by the Bobit Research Department is the most descriptive guide of its kind, providing valuable information to the industry that can be obtained nowhere else.

The chart could not have been completed without some help from Brinkley Garner of the ICC Office of Transportation who provided the names of the federal agency's 92 "Class-1 Passenger" carriers. Because of bus deregulations, however, all that has changed. Now the only way to track the number of carriers in the industry is through the applications for charter and tour authority. As of June 1986, a total of 3,669 private carriers reported to the ICC. This means the vast majority are small operators with fleet sizes of no more than 35 buses.

METRO Magazine intends to make the Top 50 Private Operators chart an annual feature. The information gathered this year will be used in subsequent years as the basis for a comparison ranking — Who increased in size? Who shrank? Are more or fewer vehicles being operated by the private giants? If your company owns 40 or more buses and is not on the list, we encourage you to contact Marie Ciconte, managing editor, at (213) 376-8788 for inclusion into next year's chart.

New York Bus Service with 214 vehicles is one of the largest private fleet operators in North America. The company carries more than 22,000 passengers into New York daily.

A feeder service consisting of more than 400 buses delivers riders to Amtrak passenger trains. This bus readies to depart from the California state capitol in Sacramento.

Top 50 Private Operators *(continued)*

RANK	CARRIER, CITY	FLEET MIX/SIZE			PASS' Per Year	REVENUE MILES OPERATED		
		Owned	Leased	Total		Local	Intercity	Total
1	Greyhound Lines, Phoenix, Arizona	2,800	0	2,800	30.3 mil	0	4.5 bil	4.5 bil
2	Trailways, Inc., Dallas, Texas	1,550	0	1,550*	N/A	N/A	N/A	N/A
3	Shortway Lines, Inc., Toledo, Ohio	400	20	420	10 mil	6 mil	14 mil	20 mil
4	Voyageur Enterprises, Ltd., Montreal, Quebec	350	0	350	5 mil	0	30 mil	30 mil
5	Suburban Transit Corp., New Brunswick, New Jersey	275	5	280	5.5 mil	1 mil	9 mil	10 mil
6	Gray Line Tours Co., Los Angeles, California	240	10	250	6.3 mil	5 mil	9.4 mil	14.4 mil
7	Shortline, Mahweh, New Jersey	250	0	250	2.5 mil	2.8 mil	50,000	2.85 mil
8	Carolina Coach Co., Raleigh, North Carolina	225	0	225	1.4 mil	0	1.25 mil	1.25 mil
9	Academy Lines, Inc., Hoboken, New Jersey	215	0	215	N/A	N/A	N/A	N/A
10	New York Bus Service, Bronx, New York	214	0	214	7.3 mil	0	6 mil	6 mil
11	Arizona Southern Coach Lines, Inc., Phoenix, Arizona	180	20	200	6 mil	1.5 mil	3.5 mil	5 mi.
12	Kerrville Bus Co., Inc., Kerrville, Texas	143	30	173	380,000	0	4.5 mil	4.5 mil
13	Rockland Coaches, Bergenfield, New Jersey	19	147	166	6.7 mil	6.9 mil	600,000	7.5 mil
14	LTR Stage Lines, Las Vegas, Nevada	155	10	165	N/A	800,000	7.2 mil	8 mil
15	Five Star Tours, Inc., Ft. Lauderdale, Florida	140	10	150	N/A	N/A	N/A	N/A
16	Jefferson Lines, Minneapolis, Minnesota	130	16	146	422,000	1.7 mil	4.2 mil	5.9 mil
17	Westours Motor Coaches, Inc., Seattle, Washington	138	0	138	400,000	400,000	1.35 mil	1.75 mil
18	Peter Pan Bus Lines, Springfield, Massachusetts	120	0	120	1.3 mil	400,000	6.3 mil	6.4 mil
19	Continental Air Transport, Chicago, Illinois	78	38	116	N/A	N/A	N/A	N/A
20	Hudson Bus Lines, Medford, Massachusetts	104	0	104	166,000	700,000	2.3 mil	3 mil
21	Blue Bird Coach Lines, Olean, New York	100	0	100	1.25 mil	200,000	4 mil	4.2 mil
22	Blue Bird Bus Company, Olean, New York	94	0	94	500,000	1.2 mil	5 mil	6.2 mil
23	Blue & White Lines Inc., Altoona, Pennsylvania	90	0	90	N/A	1.3 mil	1.7 mil	3 mil
24	Gold Line, Inc., Washington, D.C	90	0	90	1 mil	800,000	1.7 mil	2.5 mil
25	MK&O Coach Lines, Tulsa, Oklahoma	90	0	90	196,000	0	2.8 mil	2.8mil

Top 50 Private Operators *(continued)*

RANK	CARRIER, CITY	FLEET MIX/SIZE			PASS' Per Year	REVENUE MILES OPERATED		
		Owned	Leased	Total		Local	Intercity	Total
26	Martz Coach Co. Inc., Wilkes-Barre, Pennsylvania	86	0	86	863,000	0	3.9 mil	3.9 mil
27	Plymouth & Brockton Street Railway Co., Plymouth, Massachusetts	75	11	86	1.2 mil	0	3.3 mil	3.3 mil
28	Evergreen Trails, Inc., Seattle, Washington	72	10	82	1.7 mil	2 mil	900,000	2.9 mil
29	Mark IV Charter Lines, Gardena, California	80	0	80	1.8 mil	2.2 mil	800,000	3 mil
30	De Camp Bus Lines, Montclair, New Jersey	65	13	78	2.6 mil	15.9 mil	9 mil	24.9 mil
31	Adirondack Transit Lines, Inc., Kingston, New York	72	0	72	700,000	0	4 mil	4 mil
32	Oklahoma Transportation Company, Oklahoma City, Oklahoma	70	0	70	200,000	250,000	2.4 mil	2.65 mil
33	Bonanza Bus Lines, Providence, Rhode Island	68	0	68	2 mil	0	2.7 mil	2.7 mil
34	Texas-New Mexico-Oklahoma Lines, Lubbock, Texas	62	5	67	300,000	0	1.1 mil	1.1 mil
35	Zanetti Bus Co, Rock Springs, Wyoming	65	0	65	750,000	1.1 mil	200,000	1.3 mil
36	Carl R. Bieber Transportation Co., Kutztown, Pennsylvania	61	0	61	700,000	0	3.6 mil	3.6 mil
37	Carey Transportation, Inc., New York, New York	40	20	60	1.5 mil	0	2.8 mil	2.8 mil
38	Shoup Buses, Inc., Middlebury, Indiana	60	0	60	5 mil	0	2 mil	2 mil
39	Eyre's Bus Service Inc., Glenelg, Maryland	59	0	59	N/A	1.6 mil	920,000	2.52 mil
40	Allen Transportation, Sacramento, California	57	0	57	300,000	200,000	2.4 mil	2.6 mil
41	Keeshin Charter Service, Chicago, Illinois	48	4	52	3 mil	N/A	N/A	N/A
42	Harran Transportation Company, North Merrick, New York	50	0	50	750,000	0	3.5 mil	3.5 mil
43	Peerless Stages, Inc., Oakland, California	44	6	50	N/A	0	1.5 mil	1.5 mil
44	Vermont Transit Company, Burlington, Vermont	50	0	50	500,00	0	4.5 mil	4.5 mil
45	Lake Front Lines, Cleveland, Ohio	35	10	45	250,000	600,000	1.4 mil	2 mil
46	Royal Coach Tours, San Jose, California	45	0	45	7 mil	1.2 mil	800,000	2 mil
47	Jack Rabbit Lines, Sioux Falls, South Dakota	41	0	41	170,000	0	3.3 mil	3.3 mil
48	Domenico Bus Service, Inc., Bayonne, New Jersey	40	0	40	1.2 mil	1.1 mil	1.5 mil	2.6 mil
49	Indian Trails, Owosso, Michigan	40	0	40	N/A	N/A	N/A	N/A
50	Orange Belt Stages, Visalia, California	35	0	35	250,000	0	1.8 mil	1.8 mil

**(Footnote: Of this total, 304 are Trailway Commuter Transit, Inc.).*